
Service Information Bulletin

BLACK RESIN LEAKING FROM THE OUTSIDE DOOR HANDLE(S)

B51 04 23 [SI] March 2023

designates changes to this revision

Complaint

SITUATION



Black resin is leaking from below the outside door handle(s).

Cause

CAUSE

The resin has not fully cured properly on the handle and therefore can leak after installation.

Measure

MODEL

E-Series	Model Description	Production Date
G26	4 Series Gran Coupe	December 07, 2022 – February 2023
G42	2 Series Coupe	
G87	M2 Coupe	
U11	X1 Sports Activity Vehicle	

CORRECTION

Replace the affected outside door handle and clean the contamination on the door.

PROCEDURE



Replace the affected outside door handle following the repair instructions listed in AIR/ISTA (51 21 170).

Replacement door handles have a primer finish. Paint the door handle in the original factory color per BMW paint refinishing procedures.

The actual door mechanism (named “carrier” or “support”) does not need to be replaced, nor removed from the door.

If there are signs of the resin on the door paint, clean them off either with denatured alcohol, or the BMW cleaner R2 (P/N 83 19 0417324, 500 ml bottle).

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which considers specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK/AIR	Trim external door handle(s) primed (Front and/or Rear)	1 to 4 as needed

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the corresponding repair Defect Code that applies.

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

A. BMW Workshop Diagnosis

Labor Operation	Description	Labor Allowance
51 00 001*	Confirm that black resin is leaking from the outside door handle(s) (Work time)	2 FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU

Work time labor operation codes 51 00 001, 00 58 500 and 51 99 000 (Below) are not considered Main labor operations.

Note: Only “one (1) Main work” labor operation code is allowed per workshop visit.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

With “A” Above: Workshop Repair Complete - Repairing One to Four Door Handles (B through G)

Defect Code:	5121057800	Front door outside door handle (including support/TAGE) poor surface finish
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B. Left or Right Front Doors (All)

Labor Operation	Description	Labor Allowance
51 21 170	Removing and installing/replacing the external door handle, front left or right (Main work)	Refer to AIR
Or:		
51 21 770	Removing and installing/replacing the external door handle, front left or right (Plusposition)	Refer to AIR
And, as needed:		
51 99 000	Clean the contamination on the exterior door (Work time)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 21 770 instead of 51 21 170.

Or:

C. Left or Right Rear Doors (G26 and U11 only)

Labor Operation	Description	Labor Allowance
51 21 190	Removing and installing/replacing both external door handles, front (Main work)	Refer to AIR
Or:		
51 21 790	Removing and installing/replacing both external door handles, front (Plusposition)	Refer to AIR
And, as needed:		
51 99 000	Clean the contamination on the exterior doors (Work time)	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 21 790 instead of 51 21 190.

And/or:

Defect Code:	5122057800	Rear door outside door handle (including support/TAGE) poor surface finish
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D. Left or Right Rear Doors (G26 and U11 only)

Labor Operation	Description	Labor Allowance
51 22 170	Removing and installing/replacing external door handle, rear left or right (Main work)	Refer to AIR
Or:		
51 22 770	Removing and installing/replacing external door handle, rear left or right (Plusposition)	Refer to AIR
And, as needed:		
51 99 000	Clean the contamination on the exterior door (Work time)	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 22 770 instead of 51 22 170.

Or:

E. Both Rear Doors (G26 and U11 only)

Labor Operation	Description	Labor Allowance
51 22 190	Removing and installing/replacing both rear outside door handles (Main work)	Refer to AIR
Or:		
51 22 790	Removing and installing/replacing both rear outside door handles (Plusposition)	Refer to AIR
And, as needed:		
51 99 000	Clean the contamination on the exterior doors (Work time)	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 51 22 790 instead of 51 22 190.

And with:

DC5121057800 (B/C) and/or DC 5122057800 (D/E) as applicable and as needed:

F. Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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- Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

Itemize the claimed sublet amount on the repair order and in the claim comment section.

And:

G. Sublet – Paint Finish Work Only (CCRC/Approved Body, RO and Claim Comments Required)

Sublet Code 3	See below	Reimbursement for the applicable third-party paint finish work (1 to 4), and their directly related bulk materials (No mechanical labor) (excluding the trim external door handle(s) (primed) and other repair related/required BMW part numbers to be invoiced on the repair order and claimed)
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Or with:

DC5121057800 and/or DC 5122057800 as applicable.

H. With or Without "A" above: Sublet - Third-Party Mechanical Labor and Paint Finish Work (RO and Claim Comments Required)

Sublet Code 3	See below	Reimbursement for the applicable third-party mechanical labor, paint finish work (1 to 4), and their directly related bulk materials (excluding the trim external door handle(s) (primed) and other repair related/required BMW part numbers to be invoiced on the repair order and claimed)
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G and H: Third-Party Mechanical Labor and/or Paint Finish Work (CCRC/Approved Body)

Note: Aftersales Area Manager (AAM) "Field Authorization" (FAS) is **not** required.

Invoice the applicable and eligible third-party work in sublet on the repair order at the actual cost charged with no handling or markup. The sublet amount must also include any discounts or allowances.

The appropriate charge for the "necessary repair and/or paint finish work-related procedures" is determined by comparing the charged amount against the corresponding amount that is based on your warranty rates.

Prior to performing the repair, calculate your center's repair cost and then obtain outside repair estimate(s) for price comparison purposes.

It is your center's responsibility to review the repair cost estimate prior to the repair being performed. This will help ensure that the amount requested for the paint work is customary, fair, and reasonable. Also, it must not exceed the scope of the repair work described in this bulletin.

Itemize the claimed sublet amount on the repair order and in the claim comment section.

*Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Validity information

Service Information Bulletin Metadata

Model series: G26, G87, U11, G42
 Engine range: B58D, S58T, B48R, B48D, XE2, HA0, B46D, B48P
 Body style: COUPE, GEFZG
 Fault codes:

Repair overviews
